



**ACT**  
Government

Territory and Municipal Services

### Freedom of Information Request

I refer to your application under the *Freedom of Information Act 1989* (the FOI Act) received on 3 January 2014, in which you sought access to documents related to Question on Notice 209 – ACTION Service Reliability.

#### Decision

I am an officer authorised under section 22 of the FOI Act to make a decision in relation to your request.

Four documents have been located within the scope of your request. I have decided to release these documents to you in full and have included a schedule of documents at [Attachment A](#).

I have provided both documents 3 (197 pages) and 4 (447 pages) on a disc to assist you with viewing the information.

You will note that documents 3 and 4 consist of reports. In each report a code has been entered to reflect the reason when there has been a service availability issue. The table below provides a description of each code:

Reason Code	Reason Description
A	Accident
BA	Bus Availability
BD	Breakdown
DA	Driver Availability
DFI	Driver Fell Ill
L	Late
O	Other
SCH	Route Service Dropped to cover School Run
SFD	Service Failure Driver
UD	Union Duties

In document 3, the last column of the excel spreadsheet provides a brief reason for when a service availability issue had occurred. Some reasons include incidences that are now a policing matter, and although no personal information has been identified, I ask that you please consider not releasing such information to a third party.

### **Fees and charges**

Freedom of information requests attract fees and charges for time spent searching and retrieving documents, decision-making time and photocopying. In relation to your request, processing charges total \$189.05. I have, however, accepted your argument that the release of this information is in the public interest and have decided to remit all processing charges under section 29 of the FOI Act.

### **Right of review**

If you are dissatisfied with my decision, you have the right to seek an internal review. If you wish to seek an internal review you should write to:

The Director-General  
Territory and Municipal Services Directorate  
C/- Freedom of Information Officer  
GPO Box 158  
CANBERRA ACT 2601

You have 28 days from the date of the decision letter to seek a review of the outcome or such other period as the Director-General permits.

### **ACT Civil and Administrative Tribunal**

If you are still dissatisfied after the directorate has conducted an internal review, you can seek an independent review of the decision by the ACT Civil and Administrative Tribunal. You have 28 days from the date of the internal review decision to seek a review from the Tribunal.

The Tribunal is an independent body. It can agree with, change or reject the original decision, substitute its own decision or send the matter back to the decision maker for reconsideration in accordance with Tribunal recommendations.

To apply to the Tribunal for a review you can obtain an application form from the Tribunal ([www.acat.act.gov.au](http://www.acat.act.gov.au)).

The postal address of the Tribunal is:

ACT Civil and Administrative Tribunal  
GPO Box 370  
CANBERRA ACT 2601

**Ombudsman**

You also have the right to complain to the Ombudsman about the processing of your request. If you wish to lodge a complaint you should write to:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

**Further information**

If you have any questions in relation to your request please contact the Directorate's FOI Coordinator on 6205 5408 or [tamsfoi@act.gov.au](mailto:tamsfoi@act.gov.au).

Yours sincerely



Paul Peters  
Executive Director  
Roads and Public Transport

4 February 2013